

**GENERAL DEFINITION OF WORK:**

Under general supervision, provides network operations or telecommunications system support to systems of limited size and complexity by performing backups, servicing hardware, and peripherals and attending to system problems. Maintains smaller, less complex telecommunications systems or networks or assists in the maintenance of larger, more complex systems; and performs related work as required.

**ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

**Performs responsible, technical and routine network administrative work in the implementation and support of the County's network infrastructure. Work is performed under regular supervision of the Network Engineer or designee.**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Studies and reviews infrastructure related problems and needs.
- Participates in the evaluation of infrastructure solutions to address network-related problems.
- Diagnoses and troubleshoots infrastructure related problems involving hardware interactions, commercial and pre-designed special software applications, and network interactions operated by the County.
- Writes, tests, documents and maintains simple standard utility programming code and purchased software macros and scripts as required for County network operations.
- Performs cable routing, equipment installation and configuration, labeling, and documentation.
- Responds to requests from users to provide guidance and assistance.
- Develops, and implements documentation and procedures for determining and/or preventing problems.
- Assists the help desk in problem determination and solution.
- Sets up, installs, and tests hardware and peripherals at user sites.
- Installs operating systems and standard programs on servers, routers and switches.
- Maintains system records and documentation.
- Participates in managing network/telecommunication system upgrades, expansions, and equipment exchange.
- Reviews new technology and upgrades and makes recommendations on network/telecommunication system modifications.
- Maintains an inventory list of agency hardware and software.
- Provides assistance to other staff as needed.
- Performs related tasks as required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

General knowledge of the principles, practices, and techniques of information management technologies; general knowledge of network software related to the support of the County's network infrastructure; general knowledge of practices and techniques of microcomputers and network operation systems; ability to identify and analyze and resolve routine information systems problems; ability to establish and maintain effective working relationships with County employees, vendors and the general public; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with associates and the general public.

**EDUCATION AND EXPERIENCE:**

Requires combination of education, training, and experience equivalent to an Associates degree in computer science or related field; **and** 6 years network experience in a complex information systems environment or related field; **or** possession of a Bachelor's degree in computer science, or related field, **and** 2 years network experience in a complex information systems environment.

**PHYSICAL REQUIREMENTS:**

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

**SPECIAL REQUIREMENTS:**

Possession of an appropriate driver's license valid in the Commonwealth of Virginia. Must pass a criminal background check and credit history check.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.